

**Call Protocol**  
**CHOICES CEO Project**  
**Medicare Prescription Drug Coverage Calls**

**Proposed Task:** As the new Medicare Prescription Drug Coverage program is rolled out, the CHOICES CEO Project will contact MaineCare dual eligibles that are enrolled through the Workers with Disabilities Option about the new prescription drug program. The purpose is to inform these enrollees of the upcoming changes through giving them basic information on the new program and providing referrals to appropriate resources for more information.

**Methods:**

- The Muskie Survey Center will call each dual eligible MaineCare Worker with Disabilities Option enrollee. A script will be used to provide basic information on the new program as well as names and numbers of resources for more information. The call should take approximately 15 minutes.

## Script – Call Part I – Summer 2005

Hi, this is \_\_\_\_\_. I'm calling from the USM Muskie School of Public Service on behalf of MaineCare. MaineCare used to be called Medicaid. We're calling about the new way your medicines will be paid for. Up until now MaineCare has been paying for your medicines, but starting in January Medicare will be paying. You may have already received a letter from the Centers for Medicare and Medicaid Services and the Department of Health and Human Services – MaineCare about these changes.

We're working with MaineCare and want to be sure you had some basic information and resources about these changes that will be happening. Do you have a few minutes for me to give you an overview of the changes and who to call for more information?

Because you already receive MaineCare, you will automatically be enrolled in a plan that will give you prescription drug coverage. In October, you will be sent a letter to let you know what plan you will be enrolled in. The new drug plans will be provided by private companies. There will be at least two drug plans offered in Maine. Each drug plan will choose which drugs it will cover and the pharmacies you can use. It is important to know what prescription drugs you are currently taking and if these will be covered by the new plan. If you want to be in another plan, you can choose to switch plans starting November 15. You will probably want to talk with your doctor or your pharmacist to figure out which drug plan is best for you. It may also be helpful to talk with your caseworker about this, if you have one.

You have a choice in your prescription drug coverage. There are counselors available free of charge that you can answer all your questions. If you want to talk with someone on the phone or in person, contact the DHHS Pharmacy Help line at 1-800-423-4331. We will also be sending you some information in the mail.

Do you have any questions? (FAQ/A sheet to be attached for call center staff)

May I ask you a couple of questions that will help us better get the news out about this change?

What have you heard so far about this new program?

What information would be helpful to understand these new changes?

Do you have any suggestions of how to tell people about these changes?